Have you ever had some concept grab you right to the center, where you knew intuitively that this was “right for me”?

During my life, two ideas shook me to my very core. These ideas didn’t come from education although I had a lot of it. They came from a lifetime habit of reading widely.

The two things most important to me that I could feel in my very bones are number one, the quality movement and number two, servant leadership.

Nothing in my education or experience, prepared me for these ideas, either personally or professionally.

I encountered the quality movement after the disastrous experiences I had in Vietnam and experiencing poor quality products in my own life. Even my education, in retrospect, was a poor quality experience. Unfortunately, in the United States, the education system is so entrenched that change or systemic improvement is virtually impossible. Institutions are all alike!

At the time, I heard of something called a total quality movement or TQM that upon investigation really grabbed me to the core. We will discuss this in more detail later.

On the other hand, rather late in life, I encountered the concept of servant leadership. The roots of this for me started with my military training in the US Army, but it was diffused and unfocused. Out of the blue, came a concept, called servant leadership that again rocked me to my very core.

I knew in my heart that this is the way things should be and the way I wanted to live,

Unfortunately, I never came across any organization that actually practiced or used the tools of total quality management or servant leadership. These were ideas that I knew were out there, but I never connected with them in real life. However, I knew that they were right, especially for me.

I have learned that there is a deep reluctance to change in any organization, be it the army, the church, the education system or anything else. That is a shame because I think we could all live a better life if we adopted these practices. But it was not to be for me!

Perhaps, someday, some person reading this may go straight to the core and learn about the quality movement and servant leadership for themselves and find the satisfaction of living a life fully embracing these two concepts!

Maybe that person is you?

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